

State Farm



RBZ00015

State Farm Fire and Casualty Company

Fire Claim File Print

File History Information

Route To:

BASIC CLAIM INFORMATION

Claim Number: 36-13Z0-28D

Date of Loss: 08-31-2020

Policy Number: 36-EQ-6085-7

Named Insured: LEJEUNE, DONALD

FILE HISTORY

File History - File Notes

09-23-2021 - 4:17 PM CDT Performer: Krieger, Lisa Office: WHRUDAL

File Note: New mail - PA email

Participant: COPPERMARK PUBLIC ADJUSTER

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Contact

Sub Category:

CS working tasks - email from PA Stephanie Lee stating we are ignoring the fact that we already have the requested information - email to PA w/original denial again emphasizing no ADPL and denial stands - reclosed claim

09-23-2021 - 9:54 AM CDT Performer: Mellon, Megan Office: WHRUASST

File Note: Contact

Participant: COPPERMARK PUBLIC ADJUSTER

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Contact

Sub Category:

EXHIBIT

4

STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

SFF&CC/Lejeune 00075

FIRE

Claim Number: 36-13Z0-28D

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CS working new mail received Letter from: Coppermark Public Adjuster demand for PMT. CS reviewed file notes and denial letter stands. CS emailed response to PA STEPHANIE@COPPERMARK.CLAIMS and attached denial letter, decision stands per SF review.

CS contacted PA # Lauren (855)452-5246 LMOV confirmed Letter from: Coppermark Public Adjuster demand for PMT. CS reviewed file notes and denial letter stands. CS emailed response to PA STEPHANIE@COPPERMARK.CLAIMS and attached denial letter, decision stands per SF review.

NFHR
Closed claim
New email will open claim

09-15-2021 - 6:12 PM CDT Performer: Billingslea, Britt Office:WHRUATL

File Note: Review
Participant: COPPERMARK PUBLIC ADJUSTER **COL / Line (Participant):** 35 / 001(Named Insured(s))
Category: Claim Note **Sub Category:**

Working New Mail

Accepted and reviewed new mail from Coppermark PA, which is an estimate in the amount of \$68,604.34.

PA submitted documents that is over 300 pages. Because file is so large, CS is unable to drop file to ECS. PA is requesting an additional inspection.

TM reviewed claim and denied 2nd inspection due to ADPL shown. PH was adamant that roof had hail damaged and SF hired engineer. Onsite engineer inspection found no ADPL to shingles. CS agrees with claim decision.

Placed call back to PA to advise. Spoke with Lauren and she requested denial letter. CS advised emailing to her. Drop filed.

Close claim

09-15-2021 - 5:38 PM CDT Performer: Elhamad, Omar JR Office:WHRUDAL

File Note: RCF PA
Participant: **COL / Line (Participant):** 35 / 001(Named Insured(s))
Category: Claim Note **Sub Category:**

RCF PA Lauren (855)452-5246 Ext 709, requesting follow up once both CX links are reviewed. CS entered claim, CS Billingslea has tasks locked, Spoke with CS and they explained they will contact PA.

09-09-2021 - 3:29 PM CDT Performer: Barr, Sabrina Office:WHRUASST

File Note: Working Phones
Participant: **COL / Line (Participant):** 35 / 001(Named Insured(s))
Category: Investigation **Sub Category:**

Working phones

RCF Lauren with PA. Lauren requested CX link to email. CS u/s and advised would send. No further questions or concerns.

CS sent CX link to lauren@coppermark.claims

Claim remains closed

08-24-2021 - 2:10 PM CDT Performer: Buckley, Barbara Office:WHRUDAL

File Note: Claim note
Participant: COPPERMARK PUBLIC ADJUSTER **COL / Line (Participant):** 35 / 001(Named Insured(s))
Category: Claim Note **Sub Category:**

RCF PA checking on policy that should be mailed to them, requested an email copy. CS emailed to PA @ lauren@coppermark.claims

08-13-2021 - 12:37 PM CDT Performer: Baldwin, Mark Office:WHRUASST

File Note: pending
Participant: **COL / Line (Participant):**
Category: Pending **Sub Category:**

Date: 11-15-2021

Page 2

PENDING File Note

Cov A: Claim currently loss below the deductible, OD letter in claim, nothing pending

Cov B: 0

Cov C: 0

Sub: 0

Mortgagee (Dollar One Y/N): Yes set alert in claim

08-13-2021 - 12:35 PM CDT Performer: Baldwin, Mark Office:WHRUASST

File Note: incoming call

Participant:

COL / Line (Participant):

Sub Category:

Category: Investigation

Received call from Lauren with Coppermark PA. PA requested Denial letter and Engineers report. CH emailed same to lauren@coppermark.claims. No further CH required @ this time. PA thanked CH and mutually disconnected.

08-07-2021 - 8:15 AM CDT Performer: Pineset, Roshanda Office:WHRUASST

File Note: Pending

Participant: LANA LEJEUNE, DONALD LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Pending

Sub Category:

- None

08-07-2021 - 8:15 AM CDT Performer: Pineset, Roshanda Office:WHRUASST

File Note: New Mail

Participant: LANA LEJEUNE, DONALD LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Investigation

Sub Category:

- Labeled a copy of the policy and sent via US mail to PA
- CH advised PA that a copy of the policy was sent.

07-27-2021 - 2:20 PM CDT Performer: Whitsell, Michael Office:WHRUASST

File Note: Ordered policy. Emailing PA denial letter and eng

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Investigation

Sub Category:

Ordered policy. Emailing PA denial letter and engineer report.

Pending: Policy for PA.

07-26-2021 - 6:45 PM CDT Performer: Whitsell, Michael Office:WHRUASST

File Note: Received a Letter of rep from Coppermark Public Ad

Participant: COPPERMARK PUBLIC ADJUSTER

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Contact

Sub Category:

Received a Letter of rep from Coppermark Public Adjusters. Called and spoke with PA Stephanie. She has a list of request ..She requesting certified policy. I reviewed with her that I will request a policy, but it won't be certified. She told me she has about 200 State Farm policies and they all certified. Explained I would order the policy I can get. Completed request form for policy. The form states a certified policy will not go to PA's. There is a denial letter in the file and an engineer report. I will review before sending.

Pending: Send policy and other requested documents to PA.

03-22-2021 - 11:24 AM CDT Performer: Camp, David Office:PROX

File Note: Letter

Participant: DONALD LEJEUNE

COL / Line (Participant):

Category: Investigation

Sub Category:

Letter sent via e-mail.

03-22-2021 - 11:08 AM CDT Performer: Buben, Jack Office:PROX

File Note: Letter

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Management

Sub Category:

Reviewed denial letter. David, ok to proceed.

03-22-2021 - 10:35 AM CDT Performer: Camp, David Office:PROX

File Note: Letter

FIRE

Claim Number: 36-13Z0-28D

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Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Investigation	Sub Category:			
Created denial letter and sent for review.				
03-16-2021 - 5:10 PM CDT	Performer: Camp, David	Office:PROX		
File Note: Engineer Report				
Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Investigation	Sub Category:			
Paid Engineer billing.				
Reviewed report and it states no hail damage to comp shingles. Hail damage noted to metal cap which was already estimated for. Called and spoke with Mr. Lejeune and e-mailed a copy of the report. He was not happy and began to cuss the situation and claim handling. He asked for a denial letter and I explained I would create one next week. He began to insult me and I hung up as no rational conversation was to be had. Called agents office and informed of above.				
03-16-2021 - 1:16 PM CDT	Performer: Camp, David	Office:PROX		
File Note: Call				
Participant: PRONET GROUP, INC.	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Investigation	Sub Category:			
Called Pronet and the report is being finalized and should be done by the end of the day tomorrow.				
03-15-2021 - 6:32 PM CDT	Performer: Camp, David	Office:PROX		
File Note: Call				
Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Investigation	Sub Category:			
Called Nora listed on the e-mail and no answer no machine.				
03-15-2021 - 10:18 AM CDT	Performer: Buben, Jack	Office:PROX		
File Note: MOAR				
Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Management	Sub Category:			
Reviewed file. Engineer inspection of roof was scheduled for 2/22, three weeks ago. David, where are we on this one?				
03-01-2021 - 9:55 AM CST	Performer: Buben, Jack	Office:PROX		
File Note: MOAR				
Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Management	Sub Category:			
Reviewed file. Pends engineer inspection of roof, scheduled for 2/22, and subsequent report.				
02-05-2021 - 11:41 AM CST	Performer: Camp, David	Office:PROX		
File Note: Engineer e-mail				
Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Investigation	Sub Category:			
Reviewed engineer e-mail stating that inspection will happen on 2/22/21.				
02-01-2021 - 1:06 PM CST	Performer: Camp, David	Office:PROX		
File Note: Engineer				
Participant: DONALD LEJEUNE	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Investigation	Sub Category:			
Sent engineer hire letter. Called agent and updated him on status.				
02-01-2021 - 12:43 PM CST	Performer: Buben, Jack	Office:PROX		
File Note: Call				
Participant:	COL / Line (Participant): 35 / 001(Named Insured(s))			
Category: Management	Sub Category:			

FIRE

Claim Number: 36-13Z0-28D

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Spoke with NI Donald LeJeune and went over claim decision. NI is adamant that he has roof damage, as evidenced by the estimate for damage to soft metals, and therefore his entire roof needs to be replaced. I explained that soft metals are more likely to be damaged than shingles and that it is difficult to determine when they were damaged, whereas a shingle impact age can be determined more readily due to greying out/fibers being present. NI is adamant that both contractors and State Farm have indicated he has damage to his roof and that there is no way we can determine age of impacts. I offered to have an engineer inspect the roof, both to determine if hail damage to shingles existed and, if so, approximately how old the damages may be. NI first stated that he didn't want an engineer to come out unless I could guarantee State Farm would be replacing his roof, and I advised that I could not guarantee that and that would defeat the entire purpose of hiring an engineer to make a determination in the first place. I explained that if the engineer found the presence of recent hail damage in enough quantity to necessitate replacing the roof, that we would do so. But likewise, if they did not find damage from within the last year or in enough quantity to replace, we would not. NI decided he does want an engineer to review. David, please secure an engineer and have them reach out to NI to schedule an inspection while he is present. Thanks.

01-20-2021 - 9:20 AM CST Performer: Camp, David Office:PROX

File Note: Phone Number

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Sub Category:

Category: Investigation

Mr. Lejeune's phone number is 405-249-5281.

01-20-2021 - 9:18 AM CST Performer: Camp, David Office:PROX

File Note: Call

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Sub Category:

Category: Investigation

Received a call from Mr. Lejeune upset with findings. I explained that no additional damage was noted from the roofers photos and it would not warrant a 2nd inspection. He disagreed and stated that since his vent caps were estimated for the shingles must be estimated for. I explained that aluminum is easier to damage than the comp shingles. He asked to speak with management.

01-20-2021 - 8:55 AM CST Performer: Camp, David Office:PROX

File Note: Call

Participant: DONALD LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Sub Category:

Category: Investigation

Called and left a VM explaining that photos were reviewed and no additional damage was noted. Explained that estimate has not been updated. Left ACS contact information. Letter e-mailed.

01-19-2021 - 3:18 PM CST Performer: Buben, Jack Office:PROX

File Note: Letter

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Sub Category:

Category: Management

Reviewed denial letter for second inspection. David, ok to proceed with letter.

01-18-2021 - 9:01 AM CST Performer: Buben, Jack Office:PROX

File Note: RE:Photos

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Sub Category:

Category: Investigation

Reviewed photos from contractor. Contractor states, in email to NI, that roof has significant granular loss, that impacts were difficult to find, and that impacts may be older. Photos indicate older, greyed out impacts. Second inspection request denied.

01-15-2021 - 10:32 AM CST Performer: Camp, David Office:PROX

File Note: Photos

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Sub Category:

Category: Investigation

Reviewed photos sent in by Aegis Roofing. Majority of the photos show granular loss. A couple of the photos show potential older hail that is grey with the fibers showing. ACS has already addressed stating hail older than one year. Accueweather report in file shows 1.5 hail on 5/7/20. Will send for a management review to see if a 2nd inspection.

01-15-2021 - 10:11 AM CST Performer: Solomon, Kevin Office:WHRUDAL

File Note: Assignment Claim Handling

Participant:

COL / Line (Participant):

Sub Category:

Category: Assignment Claim Handling

Assignment Claim Handling

Estimated Damages: Full replacement vs. One Roof cap

Mitigated Damages: SFE RCV

Contact: Policy holder

Additional Information: Policy holder has sent in photos and full report from a contractor requesting an additional inspection. Please review for additional inspection. Should you determine additional inspection not necessary, please notify the policy holder of your decision. Handle to conclusion.

01-15-2021 - 10:09 AM CST

Performer: Solomon, Kevin

Office: WHRUDAL

File Note: New mail

Participant: DONALD LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Contact

Sub Category:

Received email from policy holder requesting additional inspection:

Contractor completed photos and full review of roof. Forwarding to local adjuster to review for additional inspection.

12-22-2020 - 7:07 AM CST

Performer: Fox, Patrick D

Office: PROXEBER

File Note: Handling Complete - Closed Claim

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Claim Note

Sub Category:

All handling is completed - closed claim (CWP).

12-22-2020 - 7:06 AM CST

Performer: Fox, Patrick D

Office: PROXEBER

File Note: Email and Brochure Sent to NI

Participant:

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Claim Note

Sub Category:

Sent email informing NI that have make roofing photos viewable via statefarm.com. Email has attached brochure - "Evaluating Composition Shingles".

12-22-2020 - 6:30 AM CST

Performer: Fox, Patrick D

Office: PROXEBER

File Note: Inspection Complete

Participant: LANA LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Investigation

Sub Category:

PARTICIPANTS - Met with NI, Lana and CtrOC rep, Craig Cox (Elite Roofing Systems). Discussed and explained the SF online claims status tool and how to access it via statefarm.com. Completed inspection.

PHOTOS - Took all photos of risk and claimed damage at date of inspection and uploaded them to the claim file.

DOCUMENTS - Completed Roofing Scope Sheet and uploaded to claim file. Completed Exterior Scope Sheets and uploaded to claim file. Created sketch on Roofing Scope Sheet to mark test squares.

EAGLE VIEW - Verified that EV sketch is accurate.

ACCUWEATHER REPORT - Drop-filed Accuweather report. Determined that there was 1" hail on 4/21/2020, 1.5" hail on 5/7/2020, and 1.25" hail on 8/31/2020.

EXTERIOR INSPECTION:

Front Elevation - see scope sheet

Right Elevation - see scope sheet

Rear Elevation - see scope sheet

Left Elevation - see scope sheet

Roof - 30 yr laminate, 15 yr old, 1 layer, 9/12 pitch, no drip edge installed, no visible SAWM, condition of roofing - average. Appurtenances: Determined that there is hail damage to exhaust cap. Inspected all slopes. Determined no ADPL to ridge and valleys. Determined that there are areas of exposed matting which are old damage - "grayed out". Evidence indicates that damages are a result of deterioration or possibly a hail storm that occurred more than 1 year ago. There is no ADPL to roof shingles.

INTERIOR INSPECTION - No reported interior damage.

OTHER STRUCTURES - N/A

PERSONAL PROPERTY - No reported personal property damage.

MITIGATION - N/A

DEBRIS REMOVAL - Added pick-up load for removal of damaged building materials.

DEPRECIATION - Depreciation was applied based on age of building materials.

SALVAGE - There is no substantial salvage value to damaged building materials. No salvage potential related to claim settlement.

SUBROGATION - There is no evidence of negligence or intentional damage; no subrogation potential for this claim.

GC O & P - Does not apply to repair estimate because of lack of complexity. Specific coordination and scheduling of sub-contractors will not be required to avoid worker interference for completion of repairs.

LABOR MINIMUMS - Determined that RFG labor minimum was warranted because minimal repair and need for specialist to complete work.

DOL - Determined after completion of inspection that damages were consistent with reported hail on 8/31/2020. Changed DOL.

SETTLEMENT - Discussed scope of damages. Completed estimate on site. Printed estimate. Explained that estimate amount does not exceed deductible. At end of explanation, asked NI if there were any questions. NI stated there were none.

ADMINISTRATION - Ensured that inspected field was updated, added CtrOC as

FIRE

Claim Number: 36-13Z0-28D

RBZ00015

participant to claim.

12-14-2020 - 6:44 PM CST

Performer: Fox, Patrick D

Office:PROXEBER

File Note: Call to NI - Inspection Scheduled

Participant: DONALD LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Contact

Sub Category:

PCT NI and scheduled inspection for 12/21 @ 9:30am.

Facts of loss: Hail damage to main roof, window screens, siding, and fence

PRIOR CLAIMS: None

AGE OF ROOF: 15 yr.

POLICY: HO

ENDORSEMENTS: There is no ACV endorsement for roof coverings; policy has option OL

MORTGAGEE: Confirmed mortgagee (Bank of America) - 2nd mortgage

ADMINISTRATION: Set task for inspection, created Xactimate estimate, and updated contact and inspection appointment information in ECS

12-08-2020 - 4:20 PM CST

Performer: Ramos, Matthew S

Office:WCCSSTWD

File Note: PENDING FILE NOTE

Participant:

COL / Line (Participant):

Category: Pending

Sub Category:

PENDING:

- ACH inspection
- SFE
- Settle
- Close

12-08-2020 - 4:17 PM CST

Performer: Ramos, Matthew S

Office:WCCSSTWD

File Note: NI Follow up

Participant: DONALD LEJEUNE

COL / Line (Participant): 35 / 001(Named Insured(s))

Category: Evaluation

Sub Category:

Rec'd IM from AO to follow up with NI, reviewed file, claim was recently reassigned, claim was pending ACH inspection, task was never sent to field followed up with NI, sent ACH task, resetting calendar to follow up after ACH handling is complete.

11-25-2020 - 3:43 PM CST

Performer: Munuo, Ester

Office:WCCSSTWD

File Note: Pending

Participant:

COL / Line (Participant):

Category: Pending

Sub Category:

ACH inspection

Settle

close

11-25-2020 - 3:42 PM CST

Performer: Munuo, Ester

Office:WCCSSTWD

File Note: QFC

Participant:

COL / Line (Participant):

Category: Contact

Sub Category:

FIRE

Claim Number: 36-13Z0-28D

RBZ000I5

CO spoke with Mr. Lejeune
 Preferred Method of Contact/Best Number: 405 249 5281
 Email: DON_LEJEUNE@YAHOO.COM

Fire Property QFC - Wind
 Policy Type: HO
 Prior Related Losses: none

One or Two Story: two
 Roofing/Siding Type: shingle/ T1-11
 Steep/Walkable: walkable
 Age of Roofing/Siding: 13 yrs for shingles and siding

Narrative Description of Damages: Hail damage to the roof, window screens, siding and fence. Delay in report was because not being aware of the damage until he saw the neighbor replacing the roof.

Building Habitability: none
 ALE Status, if uninhabitable:n/a
 Power Outage: n/a
 Exterior Damage: Roof, window screens, siding and fence

Interior Damage: none
 Personal Property Damage (food loss):n/a
 Subrogation: weather related
 Mortgage company verified, updates needed?:
 Explanation of claim handling process/next steps: Yes
 CS explained Deductible
 SF Online services
 ClaimXperience
 Mitigation Performed:
 Offered SFPSP CSP

File History - File Note System Generated

11-09-2021 - 6:57 PM CST Performer: System Office: CORPSYS

System Generated File Note: Assignment Notification

Participant:

COL / Line (Participant):

Category: Claim Note

Assignment Notification sent to Camp, David (PG42) at David.camp.pg42@statefarm.com

--- Message Details ---

Fire Claim Number = 36-13Z0-28D

Insured Name = DONALD LEJEUNE

Date Of Loss = 08-31-2020

Location of Loss Address = 327 NW 12TH AVE

NORMAN, Oklahoma 730728804

Insured Default Phone Number = (405) 249-5281

Facts of Loss = Final - Hail damage to roof exhaust cap; no ADPL to roof shingles

Agent Name = WATSON, ROBERT R

Agent Phone = (405) 364-6644

Probable Cause = hail

08-07-2021 - 12:02 PM CDT Performer: System

Office: System

System Generated File Note: CSA Instruction

Participant:

COL / Line (Participant):

Category: Claim Note

FIRE

Claim Number: 36-13Z0-28D

RBZ00015

System released Bundle for user: FRKU for Claim 36-13Z0-28D

1 Print DOC TMPL: FC0000067

1 Doc PrtVC08042021SF Policy

Documents Printed at Printer : PCQ2716.P27FIREPRINT02

08-07-2021 - 8:13 AM CDT Performer: Pineset, Roshanda

Office: SYSTEM

System Generated File Note: FC0000067 - FREE FORM - GENERAL

Participant:

COL / Line (Participant):

Category: Correspondence

1 copy of FREE FORM - GENERAL was bundled by Roshanda Pineset on 08/07/2021

02-01-2021 - 1:05 PM CST Performer: Camp, David

Office: SYSTEM

System Generated File Note: FC0013250 - ENGINEERING FIRM REFERRAL EFSA

Participant:

COL / Line (Participant):

Category: Correspondence

ENGINEERING FIRM REFERRAL EFSA were e-mailed by David Camp on 02/01/2021

01-15-2021 - 10:11 AM CST Performer: System

Office: CORPSYS

System Generated File Note: Assignment Notification

Participant:

COL / Line (Participant):

Category: Claim Note

Assignment Notification sent to Camp, David (PG42) at David.camp.pg42@statefarm.com

--- Message Details ---

Fire Claim Number = 36-13Z0-28D

Insured Name = DONALD LEJEUNE

Date Of Loss = 08-31-2020

Location of Loss Address = 327 NW 12TH AVE

NORMAN, Oklahoma 730728804

Insured Default Phone Number = (405) 249-5281

Facts of Loss = Final - Hail damage to roof exhaust cap; no ADPL to roof shingles

Agent Name = WATSON, ROBERT R

Agent Phone = (405) 364-6644

Probable Cause = Wind

12-21-2020 - 1:02 PM CST Performer: System

Office: CORPSYS

System Generated File Note: EMAIL-FIRE ESTIMATE

Participant: DONALD LEJEUNE

COL / Line (Participant): DONALD LEJEUNE

Category: Correspondence

EMAIL-FIRE ESTIMATE was automatically emailed to DON_LEJEUNE@YAHOO.COM on 12/21/2020 at 07:02 PM (GMT).

12-14-2020 - 6:40 PM CST Performer: Fox, Patrick

Office: PROXEBER

System Generated File Note: ON DEMAND TEXT-CONTACT ATTEMPT

Participant: LANA LEJEUNE

COL / Line (Participant): LANA LEJEUNE

Category: Correspondence

Text message: State Farm: Well call you shortly about claim #36-13Z0-28D. If you prefer, you can call us at 844-458-4300 ext 3097350324.
was sent to phone number <405-973-8596> by alias ULYI

12-08-2020 - 3:43 PM CST Performer: Ramos, Matthew

Office: WCCSSTWD

System Generated File Note: ON DEMAND TEXT-FIRE EMAIL ADDRESS

Participant: DONALD LEJEUNE

COL / Line (Participant): DONALD LEJEUNE

Category: Correspondence

Text message: State Farm: Send your documents to StateFarmFireClaims@statefarm.com. Include only the claim number with no dashes in
the subject line: 3613Z028D was sent to phone number <405-249-5281> by alias WR7Q

11-25-2020 - 4:49 PM CST Performer: Munuo, Ester

Office: SYSTEM

System Generated File Note: FC0016192

Participant: DONALD LEJEUNE

COL / Line (Participant): DONALD LEJEUNE

Category: Correspondence

FIRE

Claim Number: 36-13Z0-28D

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FC0016192 - HOMEOWNERS BUILDING SETTLEMENT - AUTOMATED was automatically created and emailed through Forms & Correspondence to DON_LEJEUNE@YAHOO.COM

11-24-2020 - 12:00 PM CST Performer: System Office: System
System Generated File Note: EMAIL-STATE FARM - WE HAVE YOUR CLAIM.
Participant: DONALD LEJEUNE **COL / Line (Participant):** DONALD LEJEUNE
Category: Correspondence

EMAIL-STATE FARM - WE HAVE YOUR CLAIM. was automatically emailed to DON_LEJEUNE@YAHOO.COM on 11/24/2020 at 06:00 PM (GMT).

11-24-2020 - 12:00 PM CST Performer: System Office: System
System Generated File Note: PAPER-STATE FARM - WE HAVE YOUR CLAIM.
Participant: LANA LEJEUNE **COL / Line (Participant):** LANA LEJEUNE
Category: Correspondence

PAPER-STATE FARM - WE HAVE YOUR CLAIM. was automatically mailed to 327 NW 12TH AVE,,NORMAN OK 73072-8804,UNITED STATES on 11/24/2020 at 06:00 PM (GMT).

11-24-2020 - 11:48 AM CST Performer: System - Claim File Office: System
System Generated File Note: LANA LEJEUNE; NI
Participant: **COL / Line (Participant):**
Category: New Claim

Name: LANA LEJEUNE

We can send claim communications by text, email or both. What would you prefer? None

If you change your mind, you can manage communication delivery preferences on statefarm.com
 Indicate if Preference Not Selected word track was read: No

11-24-2020 - 11:48 AM CST Performer: System - Claim File Office: System
System Generated File Note: DONALD LEJEUNE; PNI
Participant: **COL / Line (Participant):**
Category: New Claim

Name: DONALD LEJEUNE

Were you/this person injured as a result of this loss? No

We can send claim communications by text, email or both. What would you prefer? None

If you change your mind, you can manage communication delivery preferences on statefarm.com
 Indicate if Preference Not Selected word track was read: No

11-24-2020 - 11:48 AM CST Performer: System - Claim File Office: System
System Generated File Note: Listed Property
Participant: **COL / Line (Participant):**
Category: New Claim

FIRE

Claim Number: 36-13Z0-28D

RBZ00015

Identifying Description: Listed Property
 Address: 327 NW 12TH AVE, NORMAN, OK, 730728804, USA
 Description:
 Indicate if the damage was caused by lightning: No
 Is the damage to the building's exterior, interior, or both? Exterior
 Is there roof damage? Yes
 Is there damage to your exterior wall covering, such as your siding or stucco? Yes
 Is there damage to any? None
 Did you lose power? No
 Do you have a repair estimate? No
 Indicate: Has the caller indicated the named insured's home is uninhabitable or involves a total loss to a detached structure(s), based on the facts of loss or information they provided? If uncertain, ask the caller: No
 Indicate if Catastrophe Deductible Word Track was read: No
 Indicate if Temporary Repairs - Fire word track was read: No
 Indicate if applicable deductible(s) were read: Yes
 (Water Shut Off) To protect your property from further damage, turn off the water at the shut-off valve nearest the source of the leak: No
 (Carpet) We suggest that you or a contractor extract the water from the carpet and remove the water-damaged pad: No
 (Appliances) If safe to do so, unplug and remove all appliances in affected rooms: No
 (Protect Furniture) If possible, move furniture and other personal property out of the affected rooms or place aluminum foil under legs of furniture that cannot be removed to prevent stains on the flooring. Pull draperies up and away from wet areas: No
 Indicate if Temporary Repairs - Water Removal & Restoration word track was read: No
 Indicate if Temporary Repairs - Hail word track was read: No
 Indicate if Temporary Repairs - Wind was read: Yes
 Indicate if Temporary Repairs - Wind & Hail was read: No

11-24-2020 - 11:48 AM CST Performer: System - Claim File Office: System

System Generated File Note: Preliminary Information

Participant:

COL / Line (Participant):

Category: New Claim

Indicate if damage to any houses, structures, or buildings: Yes

Were any of your personal or business items damaged? No

Was this incident reported to the police? No

11-24-2020 - 11:48 AM CST Performer: System - Claim File Office: System

System Generated File Note: Loss Details

Participant:

COL / Line (Participant):

Category: New Claim

Reported by: Insured

Person who reported the claim: DONALD LEJEUNE

Indicate if claim transferred from agent's office: No

Indicate the kind(s) of loss being reported: Wind

Indicate, Is this a first-party injury claim? (injury to insured) Is this a first-party property claim? (damage to the insured's owned and insured property) Is this a third-party injury claim? (alleged injury to another person) Is this a third-party property claim? (alleged damage to another person's property): First party property

Indicate if a Weather/Catastrophe loss? Yes

Indicate if the caller is filing this loss for record only: No

Indicate if caller is requesting a Record Only letter to provide to a government agency: No

Mark all applicable coverage(s) and deductible(s) read: [Policy Deductible Per Occurrence \$3845]

Loss Location Category: Listed Property

11-24-2020 - 11:48 AM CST Performer: System - Claim File Office: System

System Generated File Note: Policy Details

Participant:

COL / Line (Participant):

Category: New Claim

FIRE

Claim Number: 36-13Z0-28D

RBZ00015

Policyholder Address: 327 NW 12TH AVE, NORMAN, OK, 730728804, UNITED STATES

Policyholder Type: Individual

Product Line: F

Policy Number: 36-EQ-6085-7

Effective Date: 11/24/2020

Expiration Date: 02/28/2021

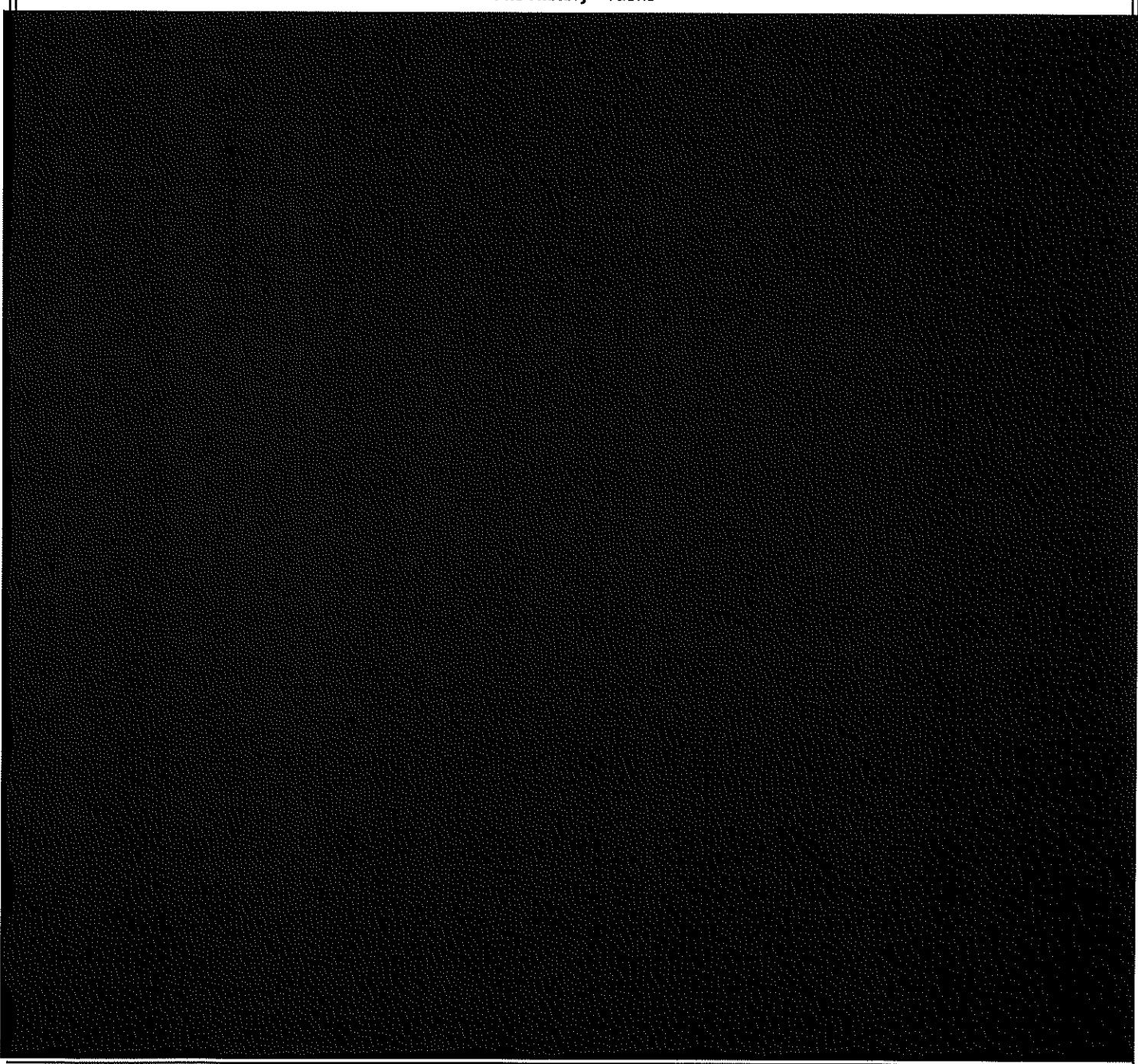
State and State Code: OK; 36

Indicate if Excess and Surplus: No

Excess and Surplus State:

Excess and Surplus Policy:

File History - Tasks



Date: 11-15-2021

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STATE FARM CONFIDENTIAL INFORMATION

Distribution on a Business Need to Know Basis Only

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